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No.: 09/203,965
Filed: December 2, 1998
Group Art Unit: 2761

RECEIVED

NOV 04 2003

Technology Center 2600
Date: October 30, 2003

COMMISSIONER OF PATENTS
Alexandria, VA 22313-1450

Attorney Docket No.: DAVOX-159XX

Sir:

In re application of: Gene W. Lee

Entitled: SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE

Transmitted herewith is an amendment in the above-identified application. The following checked items are applicable:

☐ A Petition for Extension of Time for ** month(s) is hereby made, under §1.136(a); a check in the amount of \$** is enclosed per §1.17.

☐ _____ is hereby appointed Associate Attorney by:
Registration No.:

Attorney of Record: Daniel J. Bourque
Registration No.: 35, 457

☐ Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 3	- 3	= 0	x \$18.00 =	0
Total 16	- 20	= 0	x \$18.00 =	0
<input type="checkbox"/> Multiple Dependent Claims (1st presentation)			+ \$280.00 =	0
SUBTOTAL ADDITIONAL CLAIM FEE				0
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				0

☒ No additional claim fee.

☐ The claim fee has been calculated above; check number 5737/5738 in the amount of \$0 is enclosed.

☒ In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

☒ The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, Alexandria, VA, 22313-1450 on _____.

SUBMIT IN TRIPLICATE

Richard J. Musgrave
Attorney of Record: Richard J. Musgrave, Esq.
Registration No. 44,960



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In re application : Gene W. Lee
Serial No. : 09/203,965
Filed : December 2, 1998
For : SYSTEM AND METHOD FOR MANAGING A HOLD
QUEUE BASED ON CUSTOMER INFORMATION
RETRIEVED FROM A CUSTOMER DATABASE
Attorney's Docket : DAVOX-159XX
Examiner : Lawan Fletcher
Group Art Unit : 2761

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on October 30, 2003.

By

Richard J. Musgrave

Richard J. Musgrave

Registration No. 44,960

Attorney for Applicant(s)

RESPONSE AND AMENDMENT TO OFFICE ACTION

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Dear Sir or Madam:

In response to the Office Action dated August 12, 2003, please consider the following:

There are no amendments to the claims, but a listing of the claims begins on page 2 of this paper.

Remarks/Arguments begin on page 11 of this paper.